

How to book

You can book all courses online at www.the-centre.co.uk.

Alternatively you can email your booking to info@the-centre.co.uk or call 020 7490 3030.

Course fees

**Small charity price applies to registered charities with an annual turnover of less than £3m.

*Not-for-profit price applies to all other charities and all other not-for-profit organisations (including public sector and housing).

Standard price applies to all other organisations.

All fees are subject to VAT.

Payment

Once you have placed your booking we will send you an invoice. Payment must be received at least 24 hours before the date of the training course. If you are booking several courses, payment must be received before the date of the first course. You can call us to make payment by credit/debit card or BACS. Alternatively, you can send a cheque made payable to 'the Centre'.

Special requirements

If you have any individual requirements, such as dietary, access or religious, please contact us and we will make every effort to accommodate them. Contact us on 020 7490 3030 or info@the-centre.co.uk.

Confirmation of booking

We will send you a confirmation letter via email when we receive your booking. Please contact us if you have not received confirmation within five working days of placing your booking.

Cancellation and transfer policy

Cancellations and transfers must be submitted in writing to info@the-centre.co.uk.

- For cancellations four weeks before your training date, we will refund the full fee.
- For cancellations more than seven days, but less than four weeks before your training date, we will refund half of the fee.
- For cancellations less than seven days before your training date the full fee will be required.
- If you want to transfer to a different day or course, we will be happy to help.
- If you transfer more than one week, but less than three weeks before the start date, a transfer charge of £50 plus VAT will be payable for each booking transfer.
- If you transfer less than one week before the course date, the full course fee will be due.

You may only transfer once per booking. If you cancel after transferring, the appropriate fee is due. Please note that non-payment and/or non-attendance does not constitute a cancellation. Please see our website for full terms and conditions.

The Centre mailings

If you wish to add, edit or remove your details from our mailing list, please email info@the-centre.co.uk. Thank you.



Courses with this symbol next to them are CPD accredited. To find out how many CPD hours you can gain from attending these courses visit www.the-centre.co.uk.



training programme



Save up to
30% with our
vouchers

See page 13

early autumn 2017

book

online at www.the-centre.co.uk

email info@the-centre.co.uk

call 020 7490 3030

the-centre
building skills
and confidence

Venue

All of our open courses are held at our main training suite on Old Street, central London. Courses start at 10am and will finish by 4.30pm. Lunch and refreshments are provided.

The Centre training venue:
140 Old Street, London EC1V 9BJ

Located in central London, our venue is easily accessible by tube, train or bus.

Alternatively, we can come to you. If you have four or more people interested in the same course it could be more convenient and cost effective to run a group session.

Visit www.the-centre.co.uk for more information.

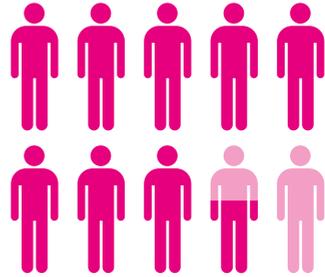
Contact us

If you have any questions or need any help finding the perfect course for you feel free to contact us. We're always happy to help!

t 020 7490 3030

e info@the-centre.co.uk

w www.the-centre.co.uk



86%

of the Centre's clients say that their performance at work has improved as a result of their training with the Centre.

21 years
of performance enhancing training



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Moving into management: taking on your first management role

CPD

top seller

2 ½ days

15-16 August follow-up 27 September 1.30pm-4pm
6-7 September follow-up 23 October 1.30pm-4pm &
25-26 September follow-up 13 November 1.30pm-4pm
£655** | £825* | £925

For those embarking on their first management role

This two-and-a-half day course has been specifically designed for people who are stepping onto the first rung of the management ladder. It will increase your understanding of the manager's role and will help you gain confidence, leaving you with a development plan for gaining further management skills. You will cover:

- the manager's role and key responsibilities
- leadership and planning
- motivating and managing your team
- different management styles
- communication skills
- managing with assertiveness
- dealing with issues and difficulties

"The course was fantastic! I will definitely be implementing the things that were covered and will also cascade the knowledge within my organisation." AO, Into Film

Moving up in management: extending your management skills

CPD

2 ½ days 13-14 September follow-up 20 October
10am-12.30pm £655** | £825* | £925

For those with at least two years' experience in a management role

If you have been carrying out a management role, this course offers you an opportunity to reflect on your experience with others in a similar situation and to catch-up with best practice, especially in relation to managing people. You will cover:

- managing in different organisations
- managing your team and motivating people
- people management: systems and structures
- managing difficult situations
- managing staff in times of stress and change

"I found the course to be inspirational as I move up in management. I enjoyed the level at which we had discussions and thought the trainer was fantastic." AF, National Council For Voluntary Organisations

Moving from manager to leader: taking on a senior management role

CPD

2 ½ days 6-7 November follow-up 20 December
10am-12.30pm £655** | £825* | £925

For new and aspiring senior managers and chief executives

If you are a new or aspiring senior manager or chief executive, this programme will help you step up to leading your department or organisation. You will cover:

- leadership in today's climate: what we can do
- from operational to strategic management: moving up a gear
- your organisation, its culture and its impact on your leadership approach
- how power works and making the most of it
- leading and managing through change
- the leader as a communicator
- critical incidents in organisations: how to avoid a crisis

"The course met my objectives – it has offered me a lot to think about and given me new techniques. It was really good for putting some energy and positivity back into management." LO, Xenith Document Systems

ILM Management Ladder: the Centre's Endorsed Award



For candidates who wish to begin working towards a recognised management qualification, the Centre offers a nationally recognised Institute of Leadership and Management endorsed programme. This includes any of the three management ladder courses: Moving into management; Moving up in management; or Moving from manager to leader. The course fee covers:

- ILM registration
- chosen management ladder course
- assessment of set tasks
- a feedback session

As an ILM registered candidate you will be entitled to ILM student membership which allows you to take advantage of the many excellent learning tools on offer.

The fee for the ILM endorsed course is £155 + VAT on top of your usual course fee.

Budgeting skills for non financial managers

1 day 7 August £345** | £445* | £495

For managers who need to set and manage budgets but don't have the expertise

The course will help you avoid common pitfalls and give you the confidence and skills to participate in the budget-setting process within your own organisation. You will be able to proactively manage your budget, improve your cost control and effectively allocate financial resources. You will cover:

- understanding budgeting terminology
- setting a budget that meets your allowance
- phasing, monitoring and reviewing your budget
- what to look for in your management accounts
- forecasting, avoiding overspend and getting back on track
- presenting your budget: what you need to be able to tell others

"There was a good mix of learning around technical budgeting issues and also learning about wider organisational processes." CH, National Housing Federation

Handling difficult people and situations: essential tools

CPD

1 day 17 August £345** | £445* | £495

For managers who want to deal with challenging attitudes

Many of us face difficult encounters with colleagues which can have serious repercussions for the whole staff team. This course will equip you with tools and techniques for dealing with different types of situations, giving you the confidence and understanding you need for effective management of difficult situations. You will learn how to effectively communicate with difficult team members whilst ensuring a positive outcome. You will cover:

- knowing how and when to tackle issues
- understanding other people's motivations
- identifying and dealing with behavioural problems before they happen
- dealing with conflict and aggression
- how to build your confidence and assertiveness

"I have used the Centre before and I would definitely use them again. The courses are informative, well-resourced and have good group sizes to allow for meaningful and relevant discussion." DA, Longacre School

Project management

CPD

2 days 22-23 August £655** | £825* | £925

For anyone who manages projects – large or small

We all have to manage a project at some time – a self-contained piece of work which starts and ends independently from your core work. Based on practical, work-based examples, this course enables you to draw up terms of reference, define critical success factors, produce a realistic budget, develop an effective project team and evaluate success. You will cover:

- defining different kinds of projects
- defining terms of reference and aims and objectives
- planning, timescales and deadlines
- drawing up budgets and working with the project team
- monitoring and evaluation
- risk management
- working effectively with your project team

"Excellent. The course was very relevant to my role and the content was very thorough. I will be able to put learning into practice straight away!" AC, GirlGuiding

Event management: an introduction

CPD

1 day 23 August £345** | £445* | £495

For administrators and coordinators new to event management

This course offers a practical guide to event management for those who have little or no previous experience. You will leave with a toolkit that will help you organise future activities with confidence and flair. There will be group discussion and exercises giving practical solutions to organising and managing events. You will cover:

- event types and audience need
- timeline and budgeting
- risk assessment and health and safety
- checklists for organising the detail – delegate bookings, meeting special needs, insurance, licences and catering

"The course was great, very informative and the material provided was very useful (I use it all the time). I was very happy with the overall organisation of the course, from when I entered the building until I left at the end of the day. Thank you." AE, B&CE

Delegation skills

1 day 4 September £345** | £445* | £495

For managers at any level who want to improve their delegation

Delegation is an essential part of management. Yet many managers are afraid to 'let go' of vital tasks, feeling that they run risks in delegating and that 'it's quicker to do it myself'. This course will give you the essential tools you need to delegate well. You will learn when delegation works and when to avoid it, how to choose who to delegate to, and how to make sure every aspect of the delegated task has been heard and understood. You will cover:

- the importance of delegation in managing effectively
- selecting the right person to delegate to
- how to avoid 'dumping' (but still get the mundane stuff done)
- Nine steps to delegation
- Five levels of delegation and how to choose the appropriate level
- effective communication in delegation

"I found the course and activities were very useful in helping me to understand the methods of delegation. The trainer was knowledgeable and articulate." **BC, Information Commissioner's Office**

Team leader skills: building and leading a high performance team

CPD



1 day 5 September £345** | £445* | £495

For anyone who wants to enhance their team's performance

This course looks at the role of the supervisor in putting together and leading a high performance team. We will explore all aspects of team leadership, including recruitment, personal leadership, managing team communication and dealing with common difficulties faced by team leaders. The course offers a range of tried and tested tools, techniques and models to guide the new and aspiring team leader. You will cover:

- building the perfect team
- managing yourself as team leader
- directing your team's work
- inspiring and motivating your team
- common challenges for team leaders

"It was helpful to see common traps new managers fall into and how I can avoid these as I develop my leadership skills. The training was very relevant to my current situation and I feel the course has built up my confidence in my role as manager." **SM, Devonshires Solicitors**

Creative thinking and innovation toolkit

1 day 6 September £345** | £445* | £495

For anyone whose work involves negotiation or persuasion – with individuals or in groups

Negotiation can help you achieve aims and solve problems. It is about reaching win:win solutions, where all parties feel the outcome is fair. This course will help you understand the process of negotiation – how to prepare, having clear aims and objectives, how and when to use different negotiating styles, strategies and tactics. It will give you the confidence to be a successful negotiator. You will cover:

- your values and how they impact on your negotiations
- understanding the nature of the gap between you and the other party
- what does win:win really mean?
- preparing for a negotiation
- conducting a negotiation

"The course totally met my objectives. I'm actually looking forward to facilitating some sessions with key staff and service users. The trainer was great and very experienced." **LW, Cranstoun**

Managing volunteers

1 day 7 September £345** | £445* | £495

For anyone who works with volunteers and wishes to manage them effectively

Volunteers can be a precious asset to any organisation, bringing with them a host of experience and skills to complement paid staff. This course will help you to get the best from your volunteers in the context of offering them a robust system of management. It will help you to ensure that you recruit the right volunteers for your organisation and manage them so as to harness their skills and experience effectively. You will cover:

- the advantages and disadvantages of working with volunteers
- creating a volunteer strategy
- recruitment, selection, induction and training
- how to motivate
- support and supervision

"The training course was well designed and well delivered. The trainer facilitated an environment for good discussions to take place." **SD, The British Psychological Society**

Event management: intermediate

1 day 11 September £345** | £445* | £495

For event managers who want to learn new approaches to managing events

A one-day course aimed at event managers who want to learn new approaches and tactics for managing events. There will be a focus on targeting your marketing, communication and event to your specific target audience. There will be group discussion, self-reflection and the opportunity to seek advice from our expert trainer who has been organising large scale events for many years. You will cover:

- conceptualising an event
- team management
- marketing and promotion
- managing stakeholder expectations
- evaluation and review

"The training course was very well organised and the trainer had great communication skills. I now feel well prepared to organise my next event." **AMS, Universities UK**

Finance skills for non financial managers



2 days 12-13 September £655** | £825* | £925

For anyone who needs to understand their organisation's finances

If you have difficulty communicating with your auditor or your finance department, this is the course for you. We look at every aspect of financial management and use both case studies and your own accounts to illustrate theory in a really practical way. You will come away more confident and able to communicate on equal terms with financial professionals including your treasurer, finance officer or accountant. Over the two days you will cover:

- income and expenditure accounts
- balance sheets and how to read them
- building a reliable budget and managing your budget throughout the year
- cashflow statements and what they tell you
- costing a project or product

"The trainer was professional, friendly, knowledgeable and able to relate to our individual situations with practical help, which was incredibly useful. I very much appreciate this help and advice." **JW, Institute of Business Ethics**

Leading with authenticity **NEW**

1 day 18 September £345** | £445* | £495

For senior managers who want to enhance their leadership attributes and skills so they have greater impact

Effective leaders combine a personalised mix of skills, capacities and experience with insight, intelligence and story-telling to effectively promote their vision and increase engagement with their organisational and long-term objectives. This one-day course provides the opportunity to explore effective styles of leadership and their impact, the markers of outstanding leadership and the personal characteristics and values that define your authenticity. You will cover:

- key leadership theories and styles
- characteristics of outstanding leaders
- organisational culture and its impact
- leadership self-assessment
- creating personal narratives through story-telling
- values-based leadership
- leading amidst uncertainty



Human Resources: the basics

1 day 20 September £345** | £445* | £495

For managers who need an understanding of key HR challenges

Knowing about basic HR is essential for developing your staff and avoiding costly mistakes. This course offers a taster of the kind of issues you are likely to face, and how to go about dealing with them. It will give you a better understanding of HR fundamentals through a series of case studies, information sessions and group discussions. You will cover:

- essentials of employment law
- recruitment and selection
- getting the best from your staff
- managing sickness and absence
- dealing with difficult employment problems
- a checklist for disciplinary action
- how HR strategy can make your organisation work better

"In terms of content, I really loved the linear way the course was planned, from initial recruitment right up to performance management. It was really a great introduction to HR for non-HR and new line managers." NA, SSAFA

Training the trainer

2 days 21-22 September £655** | £825* | £925

For anyone who supports colleagues at work or trains others on behalf of their organisation

From spreading good customer care skills to teaching people a new IT system, the occasions when managers and other professionals need to train are many and varied. This two-day course will help you run effective training sessions and support the long-term development of your colleagues. Over the two days, you will cover:

- understanding learning styles
- planning and delivering a training programme
- establishing aims and objectives for training
- training techniques, including icebreakers, blue-sky training, case studies and buzz groups
- e-learning and blended learning – creating effective content
- facilitation skills, including your personal presentation skills and handling difficult situations

"The course was delivered in a very interactive way which allowed the participants to be active at all stages of the training. I thoroughly enjoyed the course and have been able to take away elements that can be incorporated into my training." AP, Independent Age

CPD

top seller

The Executive PA: moving from secretary to an executive PA role

2 days 1-2 August £450** | £675* | £775

For PAs who have just been promoted to the role or wish to progress to a more senior level

The Executive PA is in a position of special responsibility; supporting directors and senior managers and playing a pivotal role in the management team requires a proactive approach and range of skills. This practical course will help you understand your role and learn what is expected from a PA, finding solutions to common problems. You will cover:

- developing your relationship with your Director
- confidence, assertiveness skills and learning to say "no"
- communication skills and managing upwards
- taking ownership, time management and learning to prioritise

"It was great to feel comfortable asking questions and to feel listened to and acknowledged. It was also good to get tips from other delegates and to work through problems and recognise solutions." JH, Beumer Group UK Ltd

Minutes: taking and writing effective minutes

1 day 9 August, 4 September & 6 October
£245** | £355* | £395

For anyone who wants to improve their minute-taking

Most people dread taking minutes and very few receive training before they start. This practical one-day course will give you the opportunity to understand the basic rules and guidelines for minutes as well as practising essential skills like listening and taking notes. You will learn how to write accurate minutes with confidence. Over the day you will cover:

- preparation for taking minutes and meetings
- layout, grammar and language for minutes
- what to include and what to leave out
- listening skills
- tips and tricks for note-taking
- working with the Chair

"The course was very informative and interactive. It was helpful for me to know how to write less whilst recording effective minutes, capturing the actions rather than what each attendee said." DS, Institution of Mechanical Engineers

CPD

top seller

Effective office management

2 days 14-15 September £450** | £675* | £775

For those who deal with the day to day running of the office

An efficient office is often commented on or given due praise. An inefficient office can cause stress and strife amongst staff. This two-day course will help you develop an assertive and organised approach to managing people and processes in your office. It includes key management skills and planning techniques to improve information flow and achieve objectives. You will cover:

- the role and responsibilities of a successful office manager
- prioritising your workload and minimising stress
- motivating staff, giving feedback and delegation
- using project management tools and managing a budget
- controlling meetings and briefings constructively and assertively

"I found the training course extremely useful and helpful. I have made some changes in my duties at work and have encouraged others to do the same." JM, Queen Mary University of London

Essential skills for administrators

1 day 20 September £245** | £355* | £395

For administrators, secretaries and receptionists

In any organisation, the admin team has the biggest variety of responsibilities. It has to be flexible and responsive to the needs of management. The admin team is the face of the organisation; they are the first point of contact for clients, so they must make themselves stand out by being proactive and efficient. You will cover:

- supporting your managers and other team members effectively
- managing your time, priorities and workload
- providing good customer service for internal and external customers
- delegating to others and accepting delegation
- dealing with difficult situations
- top tips for writing effective emails and letters

"The course content was good; fun and engaging with lots of opportunity for group discussion. The trainer was great; very knowledgeable and engaged with the group well." LA, Eisai Europe Limited

top seller



Writing skills: the basics

1 day 9 August £245** | £355* | £395

For anyone who wants to improve their basic writing skills and learn the rules of grammar, punctuation and effective writing

If you write at work but are unsure about the basic rules of writing, or missed out on them at school, this abridged version of the two-day writing course may well suit you. We will use a combination of instruction, discussion and some practical work to help increase your confidence and ability to write clear, well-structured English. You will cover:

- keeping it simple – writing in plain English
- tailoring your writing for your audience
- tips on grammar, punctuation and spelling
- checking and editing your writing
- a personal action plan
- avoiding waffle and other obstacles for the reader
- confusing words and usages
- capitals, numbers and other style points
- making your writing look good

"I was sent on this course by my manager expecting it to be awful... however, it was brilliant! The course was really useful and kept me engaged. I will definitely come back from some more training."
ABY, Pop Up Projects CIC

Digital writing: writing for websites, newsletters, blogs and other social media



1 day 11 August £245** | £355* | £395

For anyone who needs to write for their website, corporate blog or other social media

As we increase our online communications and understand just how important online audiences are to our success, many staff are realising that web copywriting requires very particular skills. Whether you're contributing to your organisation's website, developing a corporate blog or building a Twitter campaign this one-day course will give you the ability to write compelling content that gets you the results you need. You will cover:

- digital writing – the essentials
- search engine optimisation
- your corporate blog as a strategic tool
- persuasive writing
- writing enews – the essentials

"I feel I can now plan and execute my writing positively using the new tricks and skills I've learnt today. I have learnt new things that I can take back to my team." MS, Cambridge County Developments

Report writing skills



1 day 18 August £245** | £355* | £395

For anyone who needs to complete a complex form, write reports for committees or boards or report to funders

Even if you feel reasonably confident about your everyday writing, producing a formal report can be a daunting prospect. Aimed at staff who are competent in basic English, this course enables you to produce reports that are clear, concise and fit for purpose. Over the day you will cover:

- agreeing the brief for the report and knowing your audience
- a formula for preparation
- structuring for success
- the importance of presentation and layout
- how to deal with statistics
- editing and proofreading

"The course teacher was incredibly helpful and was always willing to answer questions in order to help us understand. I was thoroughly impressed with the work and learnt more than expected."
VM, Kent County Council

Email newsletters and bulletins

1 day 12 September £245** | £355* | £395

For anyone planning, writing or editing an newsletter on behalf of their team or organisation

Your audience are deleting more and more of their inbox, so how can you make sure your electronic newsletter gets opened and read? This course breaks down the essentials of a successful newsletter so that you get your message across to your audience and motivate them to act now. Using writing exercises, examples and group discussion you will cover:

- subject lines and the 'from' address
- images – when and how to use them
- writing content your audience want to share
- the secrets of quality copy
- writing for the screen
- a formula for the first paragraph
- writing good, short, clear pieces
- interactivity and driving traffic back to your website

"This course provided a very good overview and gave me lots of ideas of things I can change. The course was very informative but without being overwhelming." AF, Listening Books

Business writing skills



2 days 26-27 September £450** | £675* | £775

For anyone who wants to get lots of practice at improving their basic writing skills

If you are unsure of the basic rules of writing, or struggle to express yourself clearly and concisely, this highly practical two-day course will help increase your confidence and ability to write clear, well-structured English. On the first day we will cover grammar, punctuation and spelling. On the second day we will work on planning, structuring and editing your letters, emails and other documents. You will cover:

- the basic rules of grammar and punctuation
- keeping it simple: writing in plain English
- how to be concise and get to the point
- improving your spelling
- planning, structuring and proofreading your documents
- paragraphs, summaries and signposting
- layout and presentation

"This course was really useful, informative and interactive. It helped me figure out how to focus on my words and how to structure my writing in a better way. The trainer was credible, creative and easy to understand." EF, London & Quadrant Housing

Writing better letters and emails

1 day 3 October £245** | £355* | £395

For anyone who wants to write better letters and emails

Do letters take up too much of your time? Do your emails fall on deaf ears? This course will help you to write more effectively, fluently, clearly and concisely. You will learn how to connect with the reader, get your point across, write action oriented emails, and adapt your style for formal and informal communications. You will leave with a range of useful tips and strategies which will improve your letters and emails at work and save you time. The course will include guidance on:

- planning, structuring, presentation and layout
- writing for different readers and getting the right tone
- getting to the point
- letter-writing conventions and email etiquette
- good beginnings and endings

"I was very impressed with the training course. The trainer was very intelligent and I respected her knowledge and opinion. I feel more confident now." LB, Teenage Cancer Trust

all courses

courses start at 10am and will finish by 4.30pm.

Lunch and refreshments (including ice creams!) will be provided.

"The staff at the Centre were helpful and courteous, the venue was great and the food was absolutely lovely. It was so nice to be able to order your own lunch and find a lovely salad waiting for you instead of endless sandwiches and crisps."
CB, NATCEN SOCIAL RESEARCH

Time management for managers: work smarter, not harder

CPD

1 day 14 August £245** | £355* | £395

For any manager struggling to keep on top of their workload

A positive approach to time management can help you to make the most of each day – improving both your performance and your quality of life. This course highlights skills and techniques to improve your working day without feeling overwhelmed. There are group discussions with examples to help you change the way you work, and you will be given materials to take away. You will cover:

- how you currently manage your time and how to improve
- prioritising workload and effective delegation
- dealing with interruptions: people, phone and email
- your energy cycle – managing stress and burn out
- different time management techniques to develop your personal plan

"A good course, the trainer kept me entertained and was happy to divulge on any topics regarding time management. I learnt new skills to take back to work with me. The Centre was relaxed and made me feel comfortable." DC, TecServ Ltd

Personal effectiveness: be more confident at work

CPD

2 days 21-22 August £450** | £675* | £775

For anyone who wants to improve their workplace confidence

This practical course will help you find confidence in a range of situations at work – speaking up in meetings, giving presentations, attending networking events, or just generally feeling more confident within a group. We will look at some of the general issues around assertiveness and apply these to specific tasks and workplace situations. You will cover:

- communicating in an assertive way
- leaving a positive impression
- prioritising your workload
- confidence on the telephone and representing your organisation
- giving talks and presentations: one:one or to a large group
- negotiation skills and communicating difficult messages
- assertiveness in dealing with senior managers and saying "no"

"The trainer was fantastic – I really enjoyed her teaching style and interaction with the group. I left the course feeling a renewed sense of positivity and definitely more confident about my working style." AP, King's College London

Assertiveness skills: a practical approach

CPD

1 day 24 August £245** | £355* | £395

For administrative staff and those new to supervising or leading teams

This course provides the skills and tools you need to become more assertive, and to present your ideas and opinions in ways that enable you to feel heard and respected. You will learn how to communicate in a confident and positive way, with a focus on developing a personal style that will benefit you, your colleagues and your organisation. You will cover:

- the Neuroscience of assertiveness
- recognising your own style: passive/aggressive, indirect or assertive
- tips on how to think and act more assertively
- receiving and giving praise and criticism
- communicating clearly and being heard
- impression management and the importance of body language

"I came away feeling positive, with useful techniques to put into practice – some of which I have tried and tested and they have worked! I regularly think about what I learned that day and apply it to both my professional and personal life." NE, English National Ballet

Time management for administrators: managing time and workload

CPD

top seller

1 day 25 August £245** | £355* | £395

For administrators and office staff struggling with a heavy workload

Are you juggling too many tasks, responding to too many managers and have no time to get organised? On this course you will learn practical tips, tools and techniques for managing your time more efficiently whilst sharing experiences with others through open group discussions. You will consider practical, real-life examples with suggested solutions. You will cover:

- prioritising and planning your day
- taking control of a heavy workload
- delegation, assertiveness and negotiating with colleagues
- managing phone calls, emails and dealing with interruptions
- tips and techniques for meeting deadlines

"I feel that this training course was very beneficial to me. The course workbook was very easy to follow and the Centre's facilities were 5 star." MC, Lloyds Market Association

Mindfulness at work: an introduction

1 day 21 September £245** | £355* | £395

For those new to mindfulness or who want to understand the neuroscience behind this practice

This powerful one-day course will introduce you to the emerging science of mindfulness. Mindfulness has been shown by numerous studies to have beneficial effects on health, productivity, resilience and team dynamics resulting in healthier, happier, smarter, more efficient, creative and resilient employees. You will cover:

- what is mindfulness?
- the benefits of mindfulness in an organisational setting
- mindfulness in every day working life: from reacting to responding
- mindful communication
- mindful leadership
- boosting creativity and innovation using mindfulness
- mindfulness and positive psychology

"There was a great atmosphere to learn and socialise on the course. The trainer was very good, with an amazing knowledge of the subject. Thank you." VDA, Caffè Nero



special offers

Buy training vouchers in advance and save up to 30%. You can use them whenever you like on whatever courses you want.

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Confident and effective presentations **CPD**

1 day 4 August & 28 September £295** | £395* | £445

For anyone who is new to giving presentations or who wants to develop their skills and confidence

This practical and enjoyable course is designed to give you the confidence and skills to deliver effective presentations that will be understood and valued by your audience. You will get plenty of opportunities to practise and get valuable feedback. You will cover:

- developing and communicating your message
- structuring, planning and practising your presentation
- tips and techniques to make your presentation lively and effective
- body language, handling nerves and thinking positively
- delivering your presentation clearly and with confidence

"A thoroughly useful course where the trainer was confident and kept me interested. I feel much more able to face the challenges of presenting." GM, NHS

Impactful presentations: two-day masterclass

2 days 18-19 September £595** | £755* | £855

For experienced presenters looking to develop their style and deliver impactful presentations

These days, most of us have to give presentations, and most of us would like to stand out from the crowd – to give memorable presentations that really touch the audience. This course will help you find a unique, compelling style, building on the skills you have and enabling you to be a highly effective spokesperson. You will leave with skills that help you communicate well with audiences of 1000 or audiences of 3, to people you know and those you don't, at workshops, conferences, pitches and team meetings. You will cover:

- what makes a presentation memorable
- attention grabbing openings and strong closings
- presenting with increased confidence and effect
- developing an inspirational personal style
- building rapport with your audience

"I really enjoyed this practical course. I felt at ease straight away and the staff were welcoming and friendly. The trainer was knowledgeable and offered realistic, practical examples." AM, Mothers' Union

Advanced face-to-face communication at work **NEW**

2 days 2-3 October £595** | £755* | £855

For leaders and managers who rely on their face-to-face communication skills to be effective at work

Communication skills are key to the success of every organisation. You may have the best ideas, the clearest vision or the most coherent strategy. But if you don't convey your messages directly with energy, awareness and authenticity, they may miss their mark. On this intensive and challenging two-day course, you will learn how to develop the impact and influence of your communication skills in presentations, talks, workshops and meetings. You will cover:

- characteristics of great communicators
- making your message memorable with verbal techniques
- using posture, movement and voice for maximum impact
- developing authenticity
- techniques to get your opinions across in an assertive way without being aggressive

Focus groups

1 day 5 October £295** | £395* | £445

For anyone who wants to run or understand focus groups, or who wants to undertake stakeholder research

Do you know what your customers are thinking and feeling? A focus group can help you find out. A well run focus group can give you valuable insights and help you plan better products and services. This practical, one-day course will give you the skills you need to set up and run great focus groups. You will cover:

- when and how to use focus groups
- recruiting the participants
- finding the right venue
- identifying and formulating your questions
- moderating skills
- analysing and reporting findings

"The course was very enjoyable with a relaxed atmosphere. There were a lot of opportunities for group discussion and feedback." MD, Department of Social Development

group

training



We can deliver one of our **standard** courses, or one that's **tailor-made** for you, anywhere in the **UK or internationally**.

If you have **four or more delegates** that require training, our group training becomes the cheapest option.

For more information contact us on grouptraining@the-centre.co.uk or 020 7490 3030.